



STANDARD OPERATING PROCEDURE

DIRECTIVE NO. 230-SOP-1460.1

MAIL SERVICE CENTER

STANDARD OPERATING PROCEDURES

August, 2004

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8/2/04
Date

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Responsible Office: 230/Logistics Management Division

Title: MAIL SERVICE CENTER

PREFACE

P.1 PURPOSE

This procedure documents the Mail Services Center (MSC) responsibilities for the processing of official government mail at the Goddard Space Flight Center (GSFC) Greenbelt facility. This procedure provides for a means of receiving, screening, scanning, sorting, delivering, reporting and the overall general processing of GSFC mail pieces.

P.2 APPLICABILITY

This procedure applies to all incoming, outgoing, and internal mail pieces handled and processed by the Code 230 Mail Service Center in support of the GSFC in Greenbelt MD. Management of Mail Services activities is performed by the Code 231 Management Support Branch and supported by the Distribution Branch and Mail Services Center personnel of the Code 239 logistics support contractor.

P.3 REFERENCES

[NPG 1371.2](#), Appendix A (List of Designated Areas)
[230-WI-1490.0.1](#), Handling Suspicious Mail
NASA Mail Management Guide
USPS Domestic Mail Manual
[GSFC 11-54](#), Shipping and Mailing Request form
[295-WI-1610.1](#), Applications Development Branch Mainframe Account Registration form
[230-0096](#) Advance Job Sheet
[230-0097](#) International Mail Memo
Distribution Confirmation Letter
Accountable Mail Manifest
USPS Form PS 3602-A, Record of Meter Register Readings Book
USPS Form PS 3533, Application and Voucher for Refund of Postage and Fees
Manifold Registry Dispatch Book

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P.4 CANCELLATION

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P.5 TOOLS, EQUIPMENT, AND MATERIALS

Sorting Tables
X-ray machine
Glove box
Mail bins
Mailbags
Mail Meter System
Cheshire Machine
Folder/insert machine
Nitrile Gloves
N95 Particulate Respirators
String Tying Machine

P.6 SAFETY PRECAUTIONS AND WARNINGS

Nitrile gloves and N95 Particulate Respirators will be made available to MSC employees for their own personal protection. Use of these items, however, is optional and up to the discretion of each employee. Information received from the United States Postal Service (USPS), the General Services Administration (GSA), or the NASA Goddard Space Flight Center Safety and Security Offices regarding potential dangers to the MSC will be posted in the MSC and employees will be made aware of such circumstances. Additional guidance regarding the handling of suspicious mail pieces can be found in 230-WI-1490.0.1.

P.7 TRAINING

MSC employees will be trained on the proper use of the mail metering equipment, the string tying machines, the folder/insert machines, and the procedures for processing NASA GSFC mail.



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P.8 RECORDS

Record Title	Record Custodian	Retention
230-0096, Advance Job Sheet	Mail Supervisor	NRRS 1/87D, Destroy when 1 year old.
Accountable Mail Manifest	MSC Supervisor	NRRS 1/87A1, Destroy when 1 year old.
Daily Record of Meter Register Reading Book	MSC Supervisor	NRRS 1/87G, Destroy when 6 years old.
USPS Form PS 3533	MSC Supervisor	NRRS 1/87C - Destroy when 6 months old.
230-0097, International Mail Screening form letters	MSC Supervisor	NRRS 1/33, Destroy 2 years after response to request.
Manifold Registry Book	MSC Supervisor	NRRS 1/87A1
GSFC 11-54, Shipping and Mailing Request form	MSC Supervisor	NRRS 1/87A1
Monthly/Annual Mail Report	MSC Supervisor	NRRS 1/87G.

P.9 METRICS

PRS 94 through 99 detail specific data that is collected regarding various mail services. The Monthly and Annual Mail Reports also provide information regarding volume of mail pieces handled and the costs associated with processing outgoing GSFC mail.

P.10 DEFINITIONS

None

INSTRUCTIONS

All GSFC mail shall be handled in accordance with applicable NASA, General Services Administration (GSA) and United States Postal Service (USPS) guidelines. These guidelines include, but are not limited to, the NASA Mail Management Guide, dated March 1994 and the USPS Domestic and International Mail Manuals.



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1.0 INCOMING MAIL

The MSC shall receive, screen, sort, and prepare for delivery all incoming official government business related mail pieces. In the event that personal non-business related mail pieces are received in the MSC, the MSC Lead will place those mail pieces to the side and contact the addressee. The addressee will be instructed that they need to come to the MSC to pick up their mail piece, as the MSC is not responsible for the handling or delivery of personal non-business related mail pieces.

1.1 Pre-Sort

From Post Office

All mail delivered to the MSC by the Post Office is screened by the X-Ray machine before any processing of the mail takes place. Once the mail has been scanned by the X-ray, it is unloaded and sorted by class of mail. First class mail items are placed on the sorting tables for processing. All First class mail pieces will be sorted for delivery the same day that they are received. All other classifications of mail will be processed as follows:

- All items addressed to the Library, Code 292, will be sorted for delivery regardless of the type of postage used to deliver the item.
- All items marked Periodical or Newspaper will be sorted for delivery.
- Mail items that arrive without a postage type indicated on the package will be checked against the subscription list provided by the GSFC Library. If the title of the publication is on the list, the items will be sorted for delivery. If the title of the publication is not on the list, the items will be discarded.
- All items marked Pre-Sort Standard or Standard mail will be discarded unless we have received a specific request to keep a particular item. When a request to keep a particular publication is received, the title of the item will be added to the list provided by the Library as items that should be sorted for delivery.
- All parcels will be sorted for delivery.

All incoming USPS mail pieces that have a USPS barcode label on them will be scanned using the USPS provided scanner prior to those packages being sorted for delivery. USPS barcode labels are found on packages that are to receive special mail handling including registered, certified, Express, insured, and delivery and signature confirmation services from the USPS.

All incoming mail from the USPS will be visually checked to determine if the mail piece contains a USPS barcode label. All mail pieces with a USPS barcode label will be removed from the pre-sort area and taken to the front desk for processing. The MSC Supervisor or Lead will then use the USPS supplied barcode scanner to scan each of the labels. Once the label has been successfully scanned, the operator will place a mark through the barcode label as indication that the label has in fact been scanned. Items that require special delivery services will then be processed in accordance with



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Section 6.0, Special Services Mail Pieces. Those items that can be delivered through the regular internal mail system will be returned to the pre-sort area for processing.

The MSC Supervisor or Lead will ensure that all packages containing a USPS barcode label are scanned each day. Note that Express mail pieces must be scanned by noon each day but that there is not a time requirement on the scanning of other USPS items that contain a barcode label. Once all packages have been scanned, the MSC Supervisor or Lead will give the barcode scanner to the USPS representative that arrives in the MSC at noon each day. At this time, the USPS representative will drop off a new barcode scanner that the MSC will use for the rest of the afternoon and the next business day. Additional guidance on the handling of Express, certified, and registered mail pieces can be found in the Special Services section of this document.

These guidelines apply to business related materials only. The MSC does not sort non-business related items such as Better Homes & Gardens, Sports Illustrated, etc.

All mail that is addressed to a business/agency other than NASA is set aside and returned back to the USPS on the next postal truck. If the volume of mail received for another destination is large or if USPS Express or Priority mail pieces are included in the misaddressed mail, the USPS will be notified immediately so that they can come to the MSC to retrieve those packages. If the mis-sent mail pieces include items that contain USPS barcode labels, the MSC Supervisor or Lead will scan those items as mis-sent using the USPS provided barcode scanner.

From Internal Delivery

Mail received from the on-Center delivery and pick-up drivers is removed from the bags or carts by the mail clerks and placed on the pre-sort table for processing.

From Headquarters Shuttle

Mail received from the HQ shuttle driver is visually inspected for notations indicating special delivery, ie. "hold for pick-up", "hand deliver". Such mail is removed to the special services area so that the addressee can be contacted for pickup. All other mail is processed for sorting and delivery.

From Individuals and Couriers (e.g., Goddard Corp. Park courier)

All mail from individuals and couriers received for internal delivery is visually inspected by the clerk to make sure it is suitable for delivery (i.e. the mail code is current, it is properly addressed, etc. All correctly addressed mail is taken to the pre-sort table for sorting and delivery and any mail that requires additional address information prior to delivery is taken to the Research Section for processing.



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Other

Certain product catalogs received from vendors will be handled on a case-by-case basis. These include catalogs from Newark Electronics, Allied Electronics, Edmund Industrial Optics, and a few others. These catalogs are often delivered via a trucking service rather than through the US Postal Service. Arrangements will be made with the vendors to ensure that the distribution of the catalogs is limited to those GSFC employees who specifically requested a catalog or who regularly order materials through their company. The sorting of these catalogs for delivery will be performed on an as time permits basis so that this workload in no way hinders the regular day-to-day work. Catalogs that cannot be processed for delivery will be returned to the originator (vendor) so that the vendor can update their mailing list.

An estimated count of the number of pieces of mail received from all sources is performed each day for monthly reporting requirements.

Performance Standards

All First class mail is processed and sorted for delivery the same day that it is received by the USPS.

All periodicals and other subscription related magazines and publications are processed and sorted for delivery within 2 working days of receipt.

All internal mail is processed for delivery within 4 hours of receipt in the MSC.

1.2 Suspicious Package Screening

All incoming mail pieces are screened for suspicious indicators in accordance with 230-WI-1490.0.1.

1.3 Sorting Flats, Letters and Interoffice Mail

All flats, letters and interoffice mail received are initially presorted by mail code into bins located at the pre-sort table. These bins are marked with wide ranges of codes that correspond to the individual sorting cases located in the sorting area. The pre-sort table also contains bins for Wallops mail, outgoing mail, Headquarters mail and misaddressed mail. Letters for volume mail codes – financial management, library, tape storage, education office, personnel, etc. are separated and bundled at the pre-sort case and then taken to the individual case for efficiency purposes. All mail that does not have a mail code and cannot be easily identified for delivery is set aside and taken to the Research area.

Mail clerks will ensure that all mail pieces containing a USPS barcode label have a black mark through that label before sorting those mail pieces for delivery. Packages that are found without a



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mark through the barcode label are taken to the front desk area for scanning in accordance with the procedures described above in Section 1.1.

Once the pre-sort function is complete, the mail is removed from the pre-sort table bins and taken to the appropriate individual cases based on the range of mail codes.

At the individual cases, the Mail Clerks sort mail by exact mail code into bins marked with the current code and building in which that mail stop is located. One of the cases also contain bins marked with titles – TRAX International, GEWA, Credit Union, Gatehouse, Tape Staging and Storage, Child Care and various Goddard Clubs.

Any mail that cannot be matched with a bin identification or mail code, is set aside and taken to the Research area for further processing.

1.4 Sorting Parcels

Incoming parcels that are too large to be delivered as mail are sorted for building and room location, using either the recipient's name or mail code, on a daily basis. If the recipients name is not available, the mail code is matched with a listing of individuals responsible for the final distribution of mail at the buildings and the correct building and room numbers are marked on the parcel near the address. If the parcel contains inadequate delivery information, the package is opened to ascertain the proper delivery address based on the contents of the package. Once each parcel has been correctly labeled, they are placed on the Receiving delivery line for transportation each day.

1.5 Preparation For Delivery On-Center

Mail bins are placed on sorting tables by mail clerks and identified by a label that contains the building number.

Mail is processed for internal delivery once a day at approximately 3:00 PM. Mail is removed from each bin one code at a time, placed in the appropriate building mail bin, and separated from the other mail via an identifying cover.

When the mail bins are full and/or when the mail wrap has been completed, the bins are removed from the table and placed on a cart for loading onto a delivery truck. These carts are picked up by the mail delivery personnel on a scheduled basis in accordance with the mail delivery and pick-up schedule set by the Mail Service Center. Bins are filled to approximately 3 inches from the top in order to avoid the bins spilling over during the delivery process.

Mail for buildings for which there is not a designated mail bin (marked "walkout") are bundled as above and placed in a separate bin for delivery. All mail addressed to TRAX is removed from the mail sorting bin and taken to the internal TRAX mail sorting bin within the MSC by the mail clerk. The TRAXz mail is then sorted by the mail clerk into the individual TRAX mail boxes.



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Mail for the following organizations is not wrapped, but left loose and in place for pick-up by a courier- NASA Headquarters, Goddard Corporate Park mail codes, and Goddard Clubs.

All Wallops mail is turned over to the Outgoing Mail Clerk for daily delivery (see Outgoing Mail section).

1.6 Special Considerations

Any packages that arrive addressed to the Bid Room will receive special attention. The standard address format for these packages is:

Goddard Space Flight Center
Greenbelt MD 20771
Attention: Bid Room, Code 210
Building 25, Room S35
RFP 5-XXXXXXX
PROPOSAL – DELIVER UNOPENED

These packages will typically arrive via USPS Express Mail, but may also arrive via USPS First Class mail. All proposals must have the date and time that the package was received written or stamped on the outside of the package. These packages should not be delivered using the regular internal mail system. All packages that arrive in the MSC marked for the Bid Room will be handled as special services mail pieces meaning that they will be turned over to Transportation for delivery. All proposal packages must be delivered to the bid room, building 25, room S35, on the next scheduled delivery run.

The Goddard Library receives a large volume of mail. A regular bin is not assigned to the Library by code but rather a bag is placed on a rack in the MSC to collect all Library mail. This bag is put on the delivery cart for delivery during the regularly scheduled times when all other mail is prepared for delivery.

Checks and Earning and Leave Statements receive priority attention. These items are sorted immediately so as to be included in the next mail wrap and delivered to the buildings on the next scheduled delivery. Pay stubs and Earning and Leave Statements for Wallops and GISS employees are Federal Expressed to the designated points of contact the same day they are received into the GSFC mailroom.

All loose registered and express mail return receipts are removed from the pre-sort table and taken to the Special Services Desk. A copy of the return receipt is made and sent to the originator of the mail package and the original green card is filed in the MSC.



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The Space News is delivered to the MSC each Monday morning. These copies are sorted immediately upon receipt so as to be included in the next wrap of the mail.

All mail that has a congressional frank is forwarded to the Public Affairs Office, Code 130, regardless of whom it is addressed to.

All mail received from another country that is not specifically addressed to an employee or organization of GSFC, is forwarded to the Public Affairs Office, Code 130, for review.

All mail going to Bldg. 86 is delivered by the Mail Clerks in the Mail Service Center. Mail should be delivered to Bldg. 86 at least once per day at approximately noon each day. It is the responsibility of the Mail Clerk Lead to ensure that Bldg 86 has received a mail delivery and pick up each day.

2.0 Pick Up & Delivery of Mail

2.1 On Center Delivery

There is one scheduled mail run per day. (see Attachment 1 for the mail schedule)

Mail delivery personnel will take all mail that has been processed for delivery by building and placed on the delivery cart from the MSC on the delivery truck.

Mail delivery personnel will proceed to the mail stations for each building in accordance with the current published mail schedule. Upon arriving at each building, mail delivery personnel will remove mail for that particular building from the truck and take it to the buildings mail station. At the mail station, mail will be placed in the appropriate mail code's mail bin.

In addition, mail delivery personnel must pick up all outgoing mail at each buildings mail station. All outgoing interoffice, other NASA Center, and off Center mail is picked up and returned to the Mail Service Center for processing.

All mail that has been picked up by the mail delivery personnel from on-Center mail stations will be delivered to the MSC by 11:30 AM each day.

Mail delivery personnel will notify the MSC Supervisor of any problems at the building mail stations that are noticed during the course of mail delivery and pick-up.

3.0 OUTGOING MAIL

3.1 Receipt of Mail



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Mail that has been picked up by mail delivery personnel from the off-Center mailbags of each GSFC building mail station is delivered to the outgoing section of the MSC once per day.

The MSC Clerk will place all mail addressed to an off-Center destination on the worktable for review. Any mail that is for an international address is set-aside into the international mail area and will be processed in accordance with Section 5.0.

Any Special Services mail pieces, e.g. registered, express, or certified mail, or mail that is addressed to an on-Center address is removed from the Outgoing worktable and taken to the appropriate section for processing.

All empty mailbags are set aside and returned to the USPS for reuse.

From Other Sections of the Mailroom

A clerk in the pre-sort section will collect Wallops mail from the pre-sort bins and from the individual Wallops mail code bins and place it in the Wallops mail box in the outgoing section.

GISS/NEW YORK mail is collected from the bin marked "GISS/NEW YORK" in the 900's case of the mail bins and placed in the GISS/NEW YORK bin in the Outgoing section.

Mail Brought in by Customers

Mail dropped off to the MSC by customers, such as from Code 900 and the Tape Staging and Storage facility - is placed in the Outgoing mail section for processing. Mail received in bulk should be pre-sorted by the customer so that domestic, international, and other NASA Center addresses have been separated.

Mail that is not ready for acceptance by the USPS is returned to the sender for correction. The customer has access to mailroom supplies if the volume of supplies needed is small. Otherwise, customers must themselves obtain whatever materials are needed to ready the material for delivery to the USPS.

3.2 Sorting

All mail for Wallops, GISS, and other NASA Centers, excluding NASA Headquarters, is sorted into the mail bins labeled for the appropriate Center. At 1:00 each day, these bins are emptied and put into a Federal Express package. The appropriate address label is attached to the outside of the package and the package is taken to the Small Package Office to process for next day delivery. All mail for NASA Headquarters is put into the appropriate mail bin where it is picked up by the NASA Shuttle bus driver for delivery to the NASA Headquarters mailroom in accordance with the published Shuttle Bus Schedule.



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Mail from the external mail bag is reviewed for proper addressing and sorted according to size and weight. Non-government (personal) mail that already contains postage is placed in the bin designated for personal mail. This bin is given to the USPS each afternoon along with all other outgoing NASA GSFC mail.

See the Special Services Mail section for instructions on preparing outgoing special services mail pieces.

All mis-sent mail is placed into a tub and returned to the USPS each day.

3.3 Metering Outgoing Mail

All NASA GSFC government mail is metered as first class mail and sorted into the appropriate outgoing mail trays or bags according to the amount of postage on the package. Letters are placed into letter trays and all flats are placed in USPS bins labeled "First Class/Flats". The flats are separated into two groups, those with less than \$3.00 worth of postage and those with more than \$3.00 worth of postage. All trays and bins containing metered mail are placed into a cart for pick up by the USPS at 3:00 PM each day.

All outgoing parcels will be evaluated to determine the most cost effective method for delivery of the item. Parcels will be placed on the mail meter scale and the database will be used to compare the costs of sending the package through either the USPS or through the FedEx ground service that is offered through the Small Package Office (SPO). The least expensive method that meets the customer's delivery requirements will be the method chosen for delivery. (Note that FedEx ground only provides service to the 48 contiguous states)

Mail brought into the MSC by 2:00 PM is prepared for same day pick up by the USPS, unless special circumstances dictate otherwise.

3.3.1 Mail Meters

At the beginning of each day, the mail meter is turned on and the date changed to reflect the current day's date. The Mail Clerk logs onto the mail system using the appropriate password (NASA). Once into the system, the Mail Clerk selects the appropriate charge back account and postage type. Mail is then placed on the scale and metered appropriately.

At the end of each day, the Mail Clerk must close out the USPS account in the mail system in order for the system to appropriately record the mail that was processed that day. The mail clerk also records the ascending, descending, and account totals from the mail meter into the Daily



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Record of Meter Register Reading book. Each individual meter head has it's own Meter Register Reading book.

At the end of each week, the Mail Clerk uses the Reports part of the mail system to run an Account Summary report for the weeks mail activity. At the end of each month, the MSC Supervisor runs the same report for the entire month. A sample report is Attachment # 2.

The MSC Supervisor is also responsible for providing a monthly breakdown of mail costs per GSFC location. The Greenbelt information is obtained from the mail system Account Summary reports. Wallops and GISS mail personnel are responsible for providing their monthly mail numbers to the MSC supervisor for incorporation into the total MSC costs spreadsheet. Copies of the monthly report are available electronically from G: Public Directory/Distribution/Metrics/Deliverable Reports/Distribution or in hard copy from the Distribution Branch Manager.

When the meter account balance nears zero, the MSC Supervisor will use the portable modem to add postage to the meter. Postage is generally added in \$10,000 increments unless otherwise directed by the MSC Supervisor or GSFC Mail Manager. The addition of postage to the meter must be annotated in the appropriate Meter Register Reading book.

Maintenance of the mail meter systems is covered by an annual service contract. The organization providing the service contract, currently National Mailing Systems, can be reached at (703) 848-9494. The Outgoing Mail Clerk is authorized to call the service provider when a problem arises and should report persistent problems to the MSC Supervisor.

In the event that the service provider replaces a meter head, the service provider must provide a record for the transfer of the current meter serial number to the new one that includes the total amount of postage that was on the meter that was taken out of service. This information must be given directly to the MSC Supervisor for immediate reporting to the GSFC Mail Manager.

Meter strips that are produced but not used by the MSC can be returned to the USPS for a partial refund in accordance with USPS Domestic Mail Manual guidelines, section P014.2.5. A refund is requested by completing a USPS form PS3533, having the request signed by the GSFC Mail Manager, and forwarding the request to the local post office.

All records relating to the mail meters are kept in accordance with the NASA Records Retention Schedule (NRRS).

4.0 Distribution

The purpose of this procedure is to provide a system for timely and accurate completion of each distribution request and provide a record of the history of each request. This information is also used to establish an accurate count of the volume of mail and supplies associated with this area.



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4.1 Receipt of Material

Material for distribution may be received from the GSFC Printshop, outside printers, incoming parcels, the internal mail systems, and from employees and off-site individuals.

Each delivery is visually reviewed by the distribution clerk to determine if the job is an approved GSFC distribution and for delivery to the proper incoming area. If a customer drops off the distribution job, the material is reviewed before the individual delivering the material leaves the mailroom to verify the distribution requirements. If the material received is from an outside printer, a count of the material received is verified against the materials packing slip before the material is signed for. This may include opening one of the boxes to verify the quantity per box.

As the distribution jobs are received, or at the end of each work day at a minimum, a 230-0096, Advance Job Sheet is completed for each item delivered to the distribution section that day. The 230-0096 is completed to include name of person originating distribution, date received, expected date of actual distribution, what type of distribution is needed for the job, and any other comments that need to be documented. Information regarding the originator of the distribution request can often be obtained from the GSFC 25-11, Request for Printing, receipt that is provided by the Printshop. All corresponding paperwork, including a sample of the item to be distributed and the receipt or packing slip, are attached to the back of the 230-0096. If distribution labels are needed to complete the distribution of the job, those labels are ordered through the MLLS (Mailing List Label Subsystem) (see Preparation for Distribution section).

The job sheets are then put into the bin marked "New Jobs for Distribution". A turn around time of 3 workdays is assigned to each distribution job, unless circumstances require special handling or the distribution job requires unique support requirements. In these situations, the customer is contacted and a new completion date is negotiated.

4.2 Preparation for Distribution

The 230-0096 sheets are reviewed to determine what type of distribution is required. If the job can be run on the Cheshire machine, then Cheshire labels are required. If the job cannot be run on the machine, then gummed labels are required. Once a determination has been made to the appropriate type of labels needed, the Distribution Clerk reviews the current stock of distribution labels to determine if the appropriate labels are available. Labels over two months old are considered out-of-date and are trashed and re-ordered as needed.

If it is necessary to generate distribution labels, the Distribution Clerk logs on to the MLLS system and orders labels. This is done using the distribution number found on the Mailing Label Sub System report. The type of labels needed is also entered into the system. Both the Cheshire and gummed labels are generated by Code 295 in Bldg 18 and are delivered to the MSC the morning after the



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labels are ordered. The generation of labels needed to complete distribution jobs should occur the same day that the distribution materials are received in the MSC.

The Distribution Clerk should review the on-hand supply of commonly used distribution labels once per week to dispose of outdated labels and to determine if labels need to be generated for expected future distribution requirements.

4.3 Distribution

Each day, the open 230-0096's are reviewed for priority to determine the order in which the jobs will be completed for the day. Distribution jobs are labeled appropriately, either by hand or by use of the Cheshire machine. Labels are applied directly to internal distribution copies or to envelopes for distribution materials that are for off-Center recipients. The Pitney Bowes folder/insert machine is used for distribution materials that need to be folded and inserted into a letter size envelope.

In instances where the customer has not provided enough material to complete the distribution, the distribution job is placed on hold. The initiator of the distribution job is notified for further instructions. An annotation is made on the appropriate 230-0096 for jobs placed on hold to include the date and reason the job was not completed and the date the originator was contacted. Once the MSC receives the additional materials from the originator, the distribution job is rescheduled for completion.

If for any reason the originator of a distribution job must be contacted, ie. completion date cannot be met, there are insufficient copies to complete a job or any problem which arises with the distribution job, the date the originator was called and a summary of the phone call will be annotated on the corresponding 230-0096.

Completed distribution jobs are either taken to the Outgoing Mail Section for off Center distribution recipients or the Pre-Sort area for internal distribution recipients. In an effort to reduce costs, if a distribution piece weighs more than three or four (3 or 4) pounds per domestic addressee, the originator is contacted in an effort to determine if the mailing can be sent out using the current Ground Service provider versus USPS First Class mail. If the originator agrees to let the MSC process their distribution via Ground Service, the information will be annotated on the 230-0096.

The actual date of distribution is annotated on the 230-0096 along with the total number of copies distributed, what type of distribution job was done, and any other applicable comments. The completed 230-0096 is then placed in the appropriate weekly distribution job folder and filed away.

A Distribution Confirmation (Attachment #3) letter is completed and mailed to the originator of the distribution. The Distribution Confirmation letter includes the date that the distribution job was completed and a copy of the material that was distributed. Distribution Confirmation letters do not need to be completed for routine distributions such as the Goddard News, GEWA Flyers, and NASA



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Federal Credit Union flyers. The Distribution Confirmation letter should be completed and forwarded to the addressee within 2 days of completion of the distribution job.

Any left over copies of the distribution materials are returned to the originator unless otherwise specified by the originator.

At the end of each week, the completed 230-0096 forms are filed in a folder marked with the dates of that week. The information from the completed 230-0096 job sheets are used to complete the monthly mail report (see section on monthly reporting requirements). Files relating to distribution jobs are kept in accordance with NRRS guidelines.

4.4 Updating Distribution Lists

There are two types of distribution lists, specialized and standard, which are maintained in the MLLS. The MSC is responsible for maintaining the specialized distribution lists that are created for GSFC civil servants and contractors. Standard distribution lists are updated automatically when changes are made to the LISTs system.

Customers requesting changes to a current specialized distribution list do so by providing the MSC supervisor with a list of changes needed and the distribution identification number. The MSC supervisor gives these changes to the Distribution Clerk. The Distribution Clerk uses the MLLS to make the requested changes to the mailing list. Once all changes are made, a report detailing current recipients of that distribution list is generated and returned to the originator for review and approval.

Customers requesting a new specialized distribution list must do so in writing. The requested distribution list must be submitted in typed form or via e-mail. The new distribution list is assigned a three-digit identifier along with the originator's name and code information. The MSC Supervisor will create the new distribution list in MLLS and the list will be reviewed and approved by the originator before it is used.

Changes and/or additions to the specialized distribution lists are generally completed within 3 days. Special requests are reviewed on a case-by-case basis.

4.5 Special Considerations

News releases distributed by Public Affairs are guaranteed same day turn-around time if they are received by noon and next day turn-around if received after 12:00 pm.

Strike notices receive top priority. Jobs in process are halted, unless they are within ½ hour of completion, and the strike notice distribution job is processed.



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Once a month, the Goddard Retirees Association (GRA) inserts their monthly newsletter as well as the most recent copy of the Goddard News into envelopes for mailing. Their mailing list contains information regarding retired GSFC civil servants and is maintained by the MSC along with the other special distribution lists. The GRA stuffs all envelopes and the MSC applies postage to the envelopes for mailing.

The Goddard Telephone Directory and addendum are distributed by the MSC. The phone books are distributed to GSFC civil service and contractor employees. The actual distribution is coordinated with the Communications Division, Code 290, and is dependent upon the number of copies printed and delivered to the MSC. The MSC will use information from the LISTs system that details the number of employees in each code. The on-center phone books are then counted and bundled by code and marked with the identification of the building and mail stop. The books are then placed on the delivery line by the MSC for delivery by the Transportation Department. Extra telephone directories left over after distribution has been completed are sent to the TRAX Distribution Branch, Building 16W, for warehousing and future distribution. Other government centers, NASA training stations and other NASA centers, including NASA Headquarters are sent their designated number of copies.

4.6 Supplies

The on-hand stocks of envelopes and other distribution materials are inventoried once a month to determine if stock replenishment is needed. Replenishment requirements are given to the MSC Lead or Supervisor for ordering.

The MSC is also responsible for supplying the Code 295 Bldg. 18 Computer Services Branch with blank gummed labels and Cheshire paper to be used for creating distribution labels.

5.0 International Mail

The purpose of this section is to delineate procedures for the timely processing of international mail including review for proper approval. All outgoing GSFC international mail will be processed in accordance with the applicable NASA, USPS, and GSA guidelines.

5.1 Restricted International Mail

All international mail addressed to a restricted country, as defined by NPG 1371.2 Appendix A, must be approved by the International Coordinator, Code 240, prior to processing by the MSC. International mail received for one of these restricted countries which has not been approved by the International Coordinator, is returned to the sender along with a 230-0097, International Mail Screening form letter, which indicates that Code 240 approval is required for processing of their mail piece.



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5.2 Approved International Mail

At the beginning of each day, the Outgoing Mail Clerk will label two mail bins. One bin will be labeled "Air Mail" (for International Priority Air (IPA) service) and one bin will be labeled "Printed Matter" (for International Surface Air Lift (ISAL) service). Additional bins are labeled appropriately as the volume of outbound mail dictates. As outgoing international mail arrives for processing, the Outgoing Mail Clerk sorts through the mail pieces to verify that the mail pieces are addressed to an approved country. Mail pieces that are addressed to a designated area, as defined by NPG 1371.2 Appendix A, must have a signature approval from the International Coordinator's office, Code 240. Those designated country mail pieces that do not already have the required signature will be returned to the sender with a 230-0097 instructing them of the required approval. All approved designated area international mail pieces and mail pieces for non-designated area countries are then sorted by the IPA and ISAL services. Mail that has been marked "air mail" by the customer is sorted as such and receives IPA service. All other international mail pieces receive ISAL service. All international mail received prior to 1:00 PM is processed for same day pickup by the approved International Mail consolidator (currently Brokers Worldwide), otherwise it is processed for next day pickup.

Each afternoon, the Air Mail (IPA) and Printed Matter (ISAL) bins are weighed. The weights are totaled and annotated on a waybill (Attachment #4). GSFC's International Mail consolidator, currently Brokers Worldwide, then picks up the waybill and the international mail for processing each day. It is then the responsibility of the vendor (Brokers Worldwide) to process GSFC's international mail in the most timely and cost efficient method possible. For more details on the current international mail consolidator, refer to the contract.

5.3 Records

Copies of correspondence from the International Coordinators Office, Code 240, approving the processing of mail to a restricted country are kept in a file in date sequence. These records are kept in accordance with the NRRS.

The international mail consolidator is responsible for providing the MSC Supervisor with a monthly report of international mail activity, to include total costs and pieces for the month. These numbers are used in preparing the Monthly MSC Report which can be found electronically at G: Public Directory/Metrics/Deliverable Reports/Distribution or in hard copy from the Distribution Branch Manager.



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5.4 General Delivery Guidelines

Brokers Worldwide has provided us with the following general delivery timeframes for international mail:

	IPA	ISAL
Europe	5-9 days	10-12 days
Japan	5-9 days	10-12 days
Hong Kong	5-9 days	10-12 days
Other Far East	7-10 days	12-14 days
Australia	7-10 days	12-15 days
Russia	7-10 days	12-15 days
South America	7-10 days	10-20 days
Africa	5-9 days	15-25 days
Middle East	5-9 days	15-25 days

These time frames are estimates and are subject to change.

6.0 Special Services Mail Pieces

The purpose of this section is to detail procedures for processing mail that requires special handling. Mail requiring special handling includes USPS certified, registered, insured, express, and delivery confirmation mail pieces.

Incoming Special Services Mail

6.1 Receipt

Registered, certified, Express, insured and delivery confirmation mail packages are received from the USPS twice daily, once before 9:00 AM and once at approximately 12:00 PM . All items received are reviewed by the clerk for proper address and matched against the USPS record of receipt. If correct, the record of receipt is signed by the MSC Special Services Clerk. Any mail not verified to be on the USPS record of receipt form is refused and returned to the USPS. Any other discrepancies are annotated on the record of receipt form, part of which is signed by the Special Services Clerk and returned to the USPS, and part of which is filed in the MSC.

All USPS special services mail pieces will contain a USPS barcode label. The MSC Special Services Clerk will ensure that all incoming USPS special services mail pieces are scanned with the USPS provided barcode scanner. These packages must be scanned daily as they arrive in the MSC. USPS Express mail packages must be scanned by 12:00 PM of the day that the package arrived in the MSC. Once the barcode label has been scanned, the MSC Supervisor or Lead will mark through the barcode label to indicate that scanning of the package has been completed. The USPS barcode scanner will



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be returned to the USPS each afternoon and the USPS will provide the MSC with a new barcode scanner to use for the next business day.

If items arrive from the USPS in a locked bag, lock and rotary numbers are verified against the USPS manifest for the locked bag. If all numbers match, the MSC Clerk signs the manifest and a copy is given to the USPS delivery representative.

When items arrive in a locked bag, the MSC Clerk will telephone the GSFC Security Division and ask that a representative come to the MSC to assist in opening the locked bag. Once the Security representative arrives, the MSC Clerk will open the bag and examine its contents for registered mail packages. Locked bags should only be opened in the company of a Security Division representative. The Security Division representative will examine all registered mail packages to determine whether or not the package contains classified materials. The Security Division representative will sign for and take possession of all registered mail packages that contain classified materials. Registered packages that do not contain classified materials will be re-sealed and delivered to the addressee with the other special services mail pieces in accordance with the guidelines below. These procedures do not apply to lunar samples addressed to the Educator Resource Center.

Note: Security Division representative points of contact are as follows:

- Charlette Bowen, ext. 6-5268
- Debbie Haas, ext. 6-4948

All special services mail pieces received prior to 9:00 AM are processed for same day delivery. If a USPS Express mail package is received after 9:00AM and the Transportation drivers have already made their daily pick up of special services mail pieces, the MSC will telephone the addressee. The addressee will be instructed that an express package arrived addressed to them after the daily delivery MSC pick-up was made. The addressee will be informed that he has the option to come to the MSC and pick up the package himself or wait until the next business day for Transportation to deliver the package to him. All special services mail pieces that remain in the MSC overnight will be secured in the locked office area of the MSC in order to secure the items.

All return mail receipts that accompany the special services mail pieces remain with the mail piece until final delivery is completed.

6.2.1 Preparation for Delivery

All special services mail pieces are recorded on the Accountable Mail manifest (Attachment #5). The manifest contains the date the item was received in the MSC, the special services tracking number, the sender of the mail piece, the name of the addressee, and an area for the recipient to sign and date upon receipt of the mail piece.



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Special services mail pieces that are not fully or properly addressed are researched using the Locator and Information System (LISTS). The recipients building, room, and code are annotated on each package to facilitate quick delivery.

If a special services mail piece is received for an individual that cannot be identified as a current GSFC employee, the recipients Division Office is contacted for verification. Those pieces that are determined to be specifically for an individual that no longer works at GSFC are returned to the sender. This may involve re-packaging the original mail piece and returning it using one of the special mail services.

In the event that a special services mail piece is simply addressed to NASA GSFC, the MSC Supervisor will open the package and attempt to determine the proper delivery address for that package. All opened packages will be annotated with the date and name of the person that opened the package and the package will be resealed prior to delivery. This procedure applies to all special services mail pieces with the exception of registered mail pieces, which are handled in accordance with the above procedures.

Once all special services mail pieces have been logged on to the Accountable Mail Manifest, a copy of the manifest is printed and attached to the materials that need to be delivered. A second copy of the Accountable Mail manifest is printed and held in the MSC. The MSC will keep this copy of the manifest until all packages on that manifest have been signed and accounted for.

The special services mail pieces and the accountable mail manifests are then turned over to the Transportation department for delivery. The Transportation department must attempt delivery of all special services mail pieces received before 9:00 AM that same day. If a Transportation department driver has not picked up the special services mail pieces that require delivery by 1:00 PM, the MSC Lead or Supervisor will notify the Transportation dispatch office. The Transportation dispatch office can be reached at extension 6-6261 or 6-9624. The dispatcher will be instructed that the MSC has special services mail pieces that require delivery that same day. In the event that special services mail pieces still have not been picked up by 2:30 PM, the MSC Supervisor will notify the Distribution and/or Transportation Branch Managers of the situation.

6.3 Delivery of Special Services Mail

A Transportation delivery driver will check the deliver bins in the MSC each workday for any packages that need delivery. These bins must be checked by no later than 1:00 PM each workday. The Transportation delivery driver will directly deliver of all special services mail pieces using the address annotated on each mail piece and corresponding accountable mail manifest. If the addressee is unavailable, delivery is attempted to the recipients' branch or division office. If someone other than the addressee accepts the mail piece they are responsible for final delivery of the package to the addressee. The Transportation delivery drivers must obtain signatures for all accountable mail pieces that have been delivered.



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If the addressee or an alternate is not available to receive and sign for the package, the package will be returned to the MSC for delivery the next business day. All undeliverable packages and the accountable mail manifests, whether completed or not, must be returned to the MSC at the end of each workday. Undelivered packages and the corresponding manifests will be secured in the MSC overnight and delivery will be attempted again the next workday.

If the special services mail piece is for an off-site contractor outside of the normal delivery area, the recipient will be contacted and informed that mail requiring their signature is available for pick up. Those recipients must then come to the MSC to sign for and receive their mail piece.

Special services mail pieces for which delivery has been attempted at least 3 times but which still have not been delivered will be turned over to the MSC Supervisor. The MSC Supervisor will then make arrangements to return the package to the sender.

6.4 Outgoing Special Services Mail

Customers wishing to send a registered, certified, or Express mail piece must complete a GSFC 11-54, Shipping and Mailing Request form. The form and the mail piece are then given to the MSC Lead for processing. The MSC Lead will review all items for proper address information and packaging for processing through the USPS. Problems with either are resolved with the customer before package is processed.

The MSC Lead will process all outgoing special services mail pieces received prior to 1:30 PM for same day pick up by the USPS unless the number of packages received is so large that the packages cannot be prepared before the afternoon USPS pickup. Packages received after 1:30 PM are processed for next day pick up.

All outgoing Certified Mail is assigned the next sequential number from the package of available USPS certified mail labels. If requested by the customer, a Return Receipt card is included with the package and is prepared by the MSC Lead using information provided by the originator of the package. The sender's mail code is recorded in the upper margin of the card and it is then attached to the back of the outbound package. The certified number and date mailed are annotated on the corresponding GSFC 11-54 and a copy of the GSFC 11-54 is returned to the originator of the package. The certified package is metered with the appropriate amount of postage and set aside for the next scheduled USPS pickup.

All outgoing Registered Mail is recorded in the USPS Manifold Registry Dispatch Book and assigned the next sequential number from the roll of registered mail labels. If requested by the customer, a Return Receipt card is included with the package and is prepared by the MSC Lead using the information provided by the customer. The sender's mail code is recorded in the upper margin of the card and the card is then attached to the back of the package. The registered mail piece is then metered with the appropriate amount of postage and placed in a locked registered mail bag. Prior to USPS pickup, or when the registered mail bag is full, the Special Services Clerk completes the



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Manifold Registry Dispatch Book. This book identifies the contents of the registered mail bag, the Lock and Rotary number of the registered bag, and the correct delivery and return address information for the registered mail bag. The registered mail bag is then locked. Items too large for the registered bag will have all appropriate paperwork attached to the package itself. The package is then set aside for pickup by the USPS.

The Manifold Registry Dispatch Book is completed in triplicate and signed by the MSC Lead and the USPS representative who picks up the mail. The original and third copy is given to the USPS courier and the second copy is filed in the MSC.

All outgoing Express Mail pieces are processed in accordance with the Domestic Mail Manual guidelines. The Special Services clerk will complete a USPS Express Mail label 11B to include the following information: to, from, weight, postage and fees. The label is then copied and the original is placed on the package. The package is then placed on the scale of the mail metering equipment and the appropriate amount of postage is applied to the package. The copy of the Express Mail label is filed in the Express Mail file in date sequence. The Express Mail package is then set aside for pickup by the USPS. Note that USPS Express Mail services are rarely used by the MSC due to the fact that it is more cost effective to use the Federal Express options available through the Small Package Office.

All outgoing special services mail pieces are given to and, if required, signed for by the USPS representative on the regular afternoon mail pickup. Once the special services mail piece has been picked up by the USPS, a copy of the GSFC 11-54 is returned to the originator through the GSFC internal mail system.

6.5 Return Receipts

The USPS delivers receipts for Registered and Certified mail pieces originated at GSFC back to the MSC. The original return receipt is kept in the MSC and a copy of the signed returned receipt card is returned to the customer who originated the mail piece.

All supplies needed for outgoing Special Services mail can be obtained through the USPS.

6.6 Records

All Firm Mailing Books, Manifest Registry Dispatch Books, and registered, certified, and express mail receipts are maintained in accordance with the NRRS.

7.0 Goddard Building Mail Stations/Internal MSC Sorting Bins

The purpose of this section is to provide guidance on the establishment, revision, and maintenance of the Center's mail stations.



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7.1 Establishing a New Mail Station

Requests for mail service to a new GSFC building are coordinated with and approved by the Management Services Branch, Code 231. The MSC is notified in writing of the requirement to deliver mail to a new building and the appropriate changes are made to the mail delivery schedule.

MSC personnel will establish new mail stations as needed. The mail station will consist of a 3-bag mail rack with bags, incoming mail bins, and a copy of all current signs to include the current mail delivery schedule. An internal mail sign is placed over the 3-bag mail rack to identify the appropriate bags to use for various types of outgoing mail. The 3-bag mail rack will include a green bag for internal mail, a gray bag for external mail, and a brown bag for other NASA Center mail.

The mail station location will be coordinated with the building Facilities Operations Manager (FOM), Code 231, and the MSC. It will be located near a commonly used entrance, preferably on either the ground floor or first floor of the building. The mail station should provide adequate room for delivery and pick up of the mail by both MSC personnel and building occupants and meet all safety requirements for movement in the area.

The mail station will include plastic bins or shelves for each mail code that will receive mail in that building. In some cases, the building may provide furniture to be used as the mail station, which eliminates the need for the green bins. In either case, a tag with the appropriate mail codes will be neatly written and placed on the front of the bin or shelf. The mail bins or shelves are to be labeled and placed in ascending numerical sequence.

Once the mail station has been set up, delivery of mail to that building can begin at the agreed upon time.

7.2 Updating Mail Stations

Re-organizations and the establishment of new mail codes require that the mail stations be continually updated. Requests for mail code changes are made in writing by the affected organization's Branch Office and are submitted to the MSC Supervisor. The MSC Supervisor coordinates these changes with the GSFC LISTs Coordinator.

Organizations requesting a new mail code need to indicate the building in which the new mailbox is needed. New mail codes are assigned in a consistent manner with the organizational code. Whenever possible, retired mail codes are not reassigned to another organization for at least 6 months to prevent confusion.

Customers requesting a mail bin move need to provide the current location of the mail bin, the new building where the mail bin is needed, and the date when the move needs to take place.



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Customers requesting the cancellation of a mail code need to provide the current location of the mailbox, the date that the cancellation should occur, and whether mail received for the deleted code should be forwarded to another code. Mail codes cannot be deleted if there are still employees assigned to that mail code in the LISTs database. All requests for the deletion of a mail code should be checked with the Center LISTs Monitor prior to processing.

All requests for mail code changes are performed by MSC personnel and are completed within 48 hours of the request or by the requested date of completion.

7.3 Maintenance of Mail Stations

It is the responsibility of the MSC to ensure that all Center mail stations are kept in clean and safe condition.

A member of the MSC staff will visually inspect building mail stations at least once every 3 months. MSC personnel will ensure that all appropriate signs are posted and in good condition, that there is no trash or empty mailbags laying around the mail station, and that all mail bins are properly labeled and in ascending numerical sequence. Problems with any of these items are corrected immediately.

When mail codes are added/changed/deleted at any building mail station, MSC staff will ensure that all bins are reorganized as necessary to ensure that the bins are left in ascending order once the change is completed.

In addition, the mail delivery personnel will visually check all building mail stations daily and report any problems to the MSC Supervisor. These problems, along with any which are reported by customers, are corrected within 48 hours of notification.

If the furniture that serves as the mail station is found to be unsafe, immediate steps will be taken to correct the safety hazard and replace the furniture. The MSC Supervisor should contact the Excess Warehouse for available furniture that could serve as a building mail station.

7.4 Maintenance of Internal MSC Sorting Bins

Whenever a customer request is received to add, change, or delete a mail code, the internal sorting bins in the MSC will be updated in connection with the change to the buildings mail bin. These internal sorting bins are maintained in numerical sequence so that mail can be easily sorted. When a change to the internal sorting bins are needed, the old sorting bin label will be replaced with the new one to reflect the new code or new building for delivery, or the sorting bin label will be removed if a mail code has been deleted. When appropriate, the old mail code information may be annotated on the label of the new sorting bin for mail forwarding purposes.



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7.5 Reports

The MSC Supervisor will maintain a copy of all requests for additions, changes, or deletions to mail codes in accordance with the NRRS.

The MSC Supervisor will also maintain an up to date list of all active GSFC mail codes by GSFC building number.

8.0 Research Mail

The purpose of this section is to provide procedures to assist in the delivery of misaddressed mail in the most efficient and timely manner possible.

All incoming mail that cannot be easily identified for delivery is put aside in a tray or bin for additional research. During the course of the workday, or at the end of each workday at a minimum, these trays and bins are labeled with the date of receipt and taken to the "research mail area".

If at any time during the research process a piece of mail is determined to be suspicious, the procedures defined in 230-WI-1490.10.1, Handling Suspicious Mail, will be implemented. These procedures are for the handling of non-suspicious mail items only.

8.1 Researching Misaddressed Mail

All mail which is misaddressed is researched using the LIST system, or if LISTS is not available, through the on-line phone directory on the internet or using a hard copy listing of all GSFC employees. The printed GSFC Telephone Directory can also be used when GSFC club or organization information is needed.

1. If the mail contains an individual's name, the name is looked up in LISTS and the employees current mail code is annotated on the mail piece. If the individuals name is not in the current employee directory, the name is checked in the history file. If the name appears in the history file and a forwarding address is given, the mail piece is re-routed to that address. If no forwarding address is given, the research clerk must determine whether or not the mail piece is official business mail or "junk" mail. Junk mail includes advertisements, flyers, and sales announcements from outside vendors. If the mail piece appears to be official business, it is forwarded to the former employees last known mail code. If the mail piece appears to be junk mail, it is put into the Return to Sender bin. (see Return to Sender procedures)

2. If the mail piece does not contain an individual name but does have an office or Company name, that office or Company name is researched in LISTS to determine the mail code. The printed GSFC Telephone Directory may also be used to look up an office or company name if the information is not found in LISTS. Upon finding the correct mail code, that mail code is written on the mail piece.



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3. If the mail piece does not contain an employee's name, office name, or company name, but is addressed to a building and room, that information is put into the LIST system. The LIST system will provide a list of all employees who reside in that building and room number. A mail code is selected from the ones listed and annotated on the mail piece.

4. Mail which is simply addressed to NASA Goddard Space Flight Center, e.g., does not contain an employee's name, office name, company name, or building and room number, is opened by the MSC Lead or Supervisor. The mail is then reviewed to determine the person or office where the mail piece should be forwarded. Once the mail code is determined, the mail is placed back in the envelope, the envelope is closed and sealed, and the mail code is annotated on the outside of the mail piece.

All completed research mail that now contains a mail code is taken back to the Pre-sort area at the end of each workday for sorting and delivery.

All mail that cannot be identified is given to the MSC Lead or Supervisor for final disposition. All possible avenues for determining the correct destination for business related research mail items will be exhausted prior to returning the mail piece to the sender.

8.2 Special Considerations

Priority, Express, and Certified mail will not be returned to the sender unless all delivery avenues have been exhausted. Only the MSC Supervisor can make the determination to return one of these mail pieces to the sender.

All mail which contains a request for publications, pictures, posters, or other similar information will be forwarded to the Public Affairs Office, Code 130.

All invoices or bills, excluding transportation services, which are not addressed to a specific individual or company will be forwarded to the Accounts Payable Office, Code 155.

All invoices for transportation services, ie. Airborne Express, Federal Express, or Emery, will be forwarded to the Traffic Management Office, Code 239.

8.3 Priority of Research Mail

All internal mail should be researched and returned to the pre-sort area within 2 business days of receipt of the mail piece.

All official first class mail should be researched and returned to the pre-sort area within 3 days of receipt of the mail piece.



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All unofficial first class mail and magazines should be researched and returned to the pre-sort area within 4 days of receipt of the mail piece. Unofficial first class mail is defined as postcards, advertisements, and other unsolicited mail that has been metered as presorted first class mail.

8.4 Returning Mail to Sender

All mail that cannot be identified for delivery is put into the Return to Sender bin. The MSC Supervisor reviews mail in this bin for disposition. If the MSC Supervisor determines that this mail does in fact need to be returned to the sender, he or she will stamp the mail piece with the appropriate "Return to Sender" stamp and return it to the USPS representative on their next scheduled mail pickup.

9.0 LIST System

The purpose of this section is to detail the functions of LISTS used by the MSC and the procedures associated with obtaining access to the system.

9.1 LISTs Functions

The Locator and Information Tracking System (LISTS) is a GSFC computer mainframe system. LISTS is used by the MSC to look up employees mail code information, determine the mail distributor for a particular mail code, and to generate labels and reports associated with GSFC distributions.

9.2 LISTS Access

To obtain access to the LIST system, employees must complete a 295-WI-1610.1, Applications Development Branch Mainframe Account Registration form. The MSC Supervisor as well as the Contractor Technical Representative must sign this form. Once the form is completed, it is forwarded to the LISTS Administrators Office, Code 240, so that a password can be established for the employee.

10.0 PERSONAL PROTECTIVE EQUIPMENT

Due to increased concerns about the health and safety of the MSC staff, the following personal protective equipment is recommended for usage by the MSC staff:

- Nitrile gloves are recommended for use when sorting incoming mail from the USPS.
- N95 Particulate Respirators are recommended for use when sorting incoming mail from the USPS.



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MSC employees who choose to use these protective items must follow the recommended procedures for use of these items. These recommended procedures include:

- Gloves should be chosen that fit the employee. Latex and surgical or sterile gloves are not recommended for usage.
- Employees wearing gloves should avoid touching their skin, eyes, or other mucous membranes while gloves are in use.
- Gloves should be removed in accordance with recommendations provided by the GSFC Health and Safety Office. These recommendations are posted in the MSC.
- Respirators should be worn so that they form a seal on the employee's face. Guidelines for use of the respirator masks are posted in the MSC and are available on the informational packet found within the box of respirators.
- Hands should be thoroughly washed with soap and water when gloves are removed, before eating, and when replacing worn or torn gloves.
- Gloves and respirators can be discarded as regular trash once the employee has finished using them.

NOTE: The use of nitrile gloves and N95 respirators is based on the current recommendations by the Center for Disease Control (CDC). This SOP will be adjusted if necessary in the event that the CDC issues new recommendations.

11.0 Reporting Requirements

The MSC Supervisor will prepare a monthly report detailing the activities of the MSC. The following information must be reported on monthly:

- Total amount of postage spent per month and the number of outgoing mail pieces processed by account number.
- Total postage added to each meter by the meter serial number.
- Number of outgoing certified, registered, and Express mail pieces.
- Estimated number of incoming mail pieces with a breakdown of the incoming registered, certified, and Express mail pieces.
- Estimated number of internal mail pieces processed.
- Number of distribution jobs processed and the total pieces associated with those distribution jobs.
- Estimated number of research mail pieces handled.



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Attachment #1

GSFC MAIL SERVICES

DELIVERY AND PICKUP SCHEDULE

Effective April 8, 2002

TIME	BLDG	BLDG
7:50 AM	27	23
8:05	32	22
8:20	79	16
8:25	33	16W
8:40	25	7/10/15
8:55	17	5
9:05	12	4
9:15	3/13/14	90
9:25	8	97
9:35	9	18
9:50	1	19
10:00	2	20
10:10	6	28
10:20	21	29
10:35	30	29A
10:50	11	88
11:00	26	86

Using a two-truck/two driver approach, GSFC internal mail pick-up and delivery service will occur between the hours of 7:50 AM and 11:00 AM.

- PROMPT mail services have been eliminated.
- Mail addressed to HQ, collected during the morning mail run, will be placed on the afternoon shuttle (3:35 PM) to NASA HQ.
- All properly addressed interoffice mail will be delivered to the addressee the next business day following the day of collection.
- All outgoing domestic mail will enter the USPS mail stream by COB each day.



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Please contact Beth Booker, Mail Service Center Supervisor, if you have any questions. Beth can be reached on extension 6-9594.

Attachment #2
Account Carrier Summary-Summarized Data-No Detail
(Not available electronically)

Account Carrier Summary - Summarized Data - No Detail

BUILDING 16W CODE 239

GREENBELT, MD 20771

NASA GODDARD SPACE FLIGHT CTR

From: 02-01-2000 To: 02-29-2000

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All Accounts

All Carriers

All Groups

All Customers

	# Pcs	Base Chgs	Spcl Svcs.	Carrier Totals	Hdlg .Chg.	Total Chgs
Acct #: 0						
USPSCarrier Totals:	4	40.600	40.00	80.600	0.000	80.600
Account Totals:	4	40.600	40.00	80.600	0.000	80.600
Acct #: CERTIFIED						
USPSCarrier Totals:	341	262.570	903.65	1,166.220	0.000	1,166.220
Account Totals:	341	262.570	903.65	1,166.220	0.000	1,166.220
Acct #: GERALD						
USPSCarrier Totals:	12,031	11,025.950	519.26	11,545.210	0.000	11,545.210
Account Totals:	12,031	11,025.950	519.26	11,545.210	0.000	11,545.210
Acct #: REGISTERED						
USPSCarrier Totals:	23	216.450	190.45	406.900	0.000	406.900
Account Totals:	23	216.450	190.45	406.900	0.000	406.900
CARRIER SUMMARY						
	# Pcs	Base Chgs	Spcl Svcs.	Carrier Totals	Hdlg .Chg.	Total Chgs
USPS	12,399	11,545.570	1,653.36	13,198.930	0.000	13,198.930
Grand Totals:	12,399	11,545.570	1,653.36	13,198.930	0.000	13,198.930



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Attachment #3
Distribution Confirmation Letter
(Note that original is printed on GSFC Stationary)

TO:

FROM: Code 231/Management Services Branch

SUBJECT: Distribution Confirmation

Please be advised that the distribution request submitted by your office, sample attached, enter the GSFC/USPS mailstream on _____. Should you have any questions

or concerns, please contact the Mail Service Center or extension 6-5159.

Thank you.



STANDARD OPERATING PROCEDURE

DIRECTIVE NO. 230-SOP-1460.1

Attachment #4
BWW Waybill

BROKERS WORLDWIDE		TELEPHONE 800-MAIL-287 FACSIMILE 610-461-4239	WAYBILL NUMBER 1267888
SENDER'S INFORMATION			
DATE	ACCOUNT NUMBER 91016502WZ		
FROM (YOUR NAME)	PHONE NO. 301/286-5159		
COMPANY NAME ANSTEC/CORTEZ III/GSFC			
STREET ADDRESS NASA'S GODDARD SPACE FLIGHT CENTER BLDG 16 W, CODE 239			
CITY GREENBELT	STATE MD	ZIP CODE 20771	
BILLING REFERENCE INFORMATION			
DELIVERY INFORMATION			
TO (INDIVIDUAL'S NAME)			
TO (COMPANY NAME) BROKERS WORLDWIDE			
STREET ADDRESS 701 ASHLAND AVENUE			
CITY FOLCROFT			
STATE PA		ZIP CODE 19032	
CHECK SERVICE REQUIRED			
<input type="checkbox"/> IPA		<input type="checkbox"/> ISAL	
<input type="checkbox"/> PRIORITY FIRST CLASS		<input type="checkbox"/> VALUE POST/CANADA	
<input type="checkbox"/> CANADA FIRST CLASS		<input type="checkbox"/> PREMIUM PRINTED MATTER	
<input type="checkbox"/> OTHER		<input type="checkbox"/> PUBLICATION SERVICE	
CUSTOMER BOXES/BAGS	CUSTOMER PIECES	CUSTOMER WEIGHT	
OPERATIONS BOXES/BAGS	OPERATIONS PIECES	OPERATIONS WEIGHT	
THIS SPACE FOR BWI BILLING DEPARTMENT USE:			

BILLING COPY



STANDARD OPERATING PROCEDURE

DIRECTIVE NO.

230-SOP-1460.1

Attachment #5 Accountable Mail Manifest

ServiceSource Accountable Manifest				Deliv Run #:	Total Pieces:	Driver Initials:	Received By:
Address Name	Date entered	Accountable Type Tracking Number	Pieces	Sender City/State/Zip	Entry ID Sent Receipt Received By	Signature	Date
JAPZON Bldg 21/L112 Code 292.0	7/7/2004	DEL. CONF. 9102 0095 9187 0382 42	1	NEW CASTLE DE 19720-5550	1712 15 Box	<i>[Signature]</i> E. J. JONES	7/7/04
library Bldg 21/L112 Code 292.0	7/7/2004	del. Conf. 0304 0370 0000 5096 9905	1	maddison wi 53711-	1717 15 Box	<i>[Signature]</i> E. J. JONES	7/7/04
BARROWCLIFF RUTH Bldg 41/105 Code 227.0	7/7/2004	Certified 7003 3110 0005 5971 9302	1	GAITHERBUR MD 20878-	1709 15 Letter	<i>[Signature]</i> RUTH BARROWCLIFF	7/7/04
MAYMON PETER Bldg 51/C318A Code 551.0	7/7/2004	DEL. CONF. 0180 5213 9074 9168 0372	1	VALLEY PAR MO 63088-	1710 15 Box	<i>[Signature]</i> K. J. JONES	7/7/04

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EFFECTIVE DATE: _____
EXPIRATION DATE: _____

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CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline	23 June 00	Original
A	29 Nov 01	<ol style="list-style-type: none"> 1. Section 2.1.1.1 Suspicious Package Screening – Delete Section to “Performance Standards” and Replace with updated information. 2. (a)Section 2.6.1 Receipt – Delete 2nd Sentence Beginning with “Those packages received prior to 9:00AM . . . to end of paragraph. Then combine paragraph one and two. (b)Paragraph 4 – Delete next two sentences beginning “If special services mail pieces are received after 9:00AM. . . Insert updated information on special services mail pieces received prior to 9:00AM and ones received after 9:00AM. 3. Section 2.6.2.1 Preparation for Delivery – 2nd paragraph delete second and third sentence and insert updated information on all incoming registered mail. 4. Insert a new section 2.12 Personal Protective Equipment. 5. Update information on Attachment 7 “List of Designated Areas” 6. Update SPO areas related to Drop Box and other changes since 9/11/01, section 2.11.4
B	Aug 5, 2002	<ol style="list-style-type: none"> 1. Section 2.1.4 Deleted wrapping mail process and replaced with new process. Changed references to two mail deliveries per day to once per day mail deliveries. 2. Section 2.2.1 Changed references to twice per day mail deliveries to once per day delivery. 3. Section 2.2.2 Deleted. Described Prompt Mail which is no longer used. 4. Attachment 1 replaced previous version with new mail schedule that took effect in April 2002.
C	July 2004	<ol style="list-style-type: none"> 1. Rewrite of 1.1 to provide additional guidance on the sorting of magazines and other publication, periodical, and catalog materials. 2. Section 1.6 modified to include instructions for processing incoming GSFC bid/proposal packages 3. Section 3.3 modified to include additional guidance for processing outgoing parcels 4. Section 6.1: changed procedures on the processing of

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		<p>incoming special services mail pieces.</p> <p>5. Section 6.4: updated information to coincide with the revision to the GSFC 11-54 form</p> <p>6. Deleted section 2.9 on Third Class Mail</p> <p>7. Deleted section 2.11 on Small Package Office (that information is now in WI-230-6400.1.7) and associated attachments</p> <p>8. Section 1.2: removed suspicious mail handling procedures and added in reference to 230-WI-1490.0.1, Handling Suspicious Mail.</p> <p>9. Added requirement of scanning all incoming USPS mail that has a barcode label on it.</p> <p>10. Change to Work Instruction format.</p>